

Position: CHS Medical Tech IV
Department: Black Hawk Health Center, CHS Office
Supervisor: CHS Manager
Supervises: No One
FLSA Status: Non-Exempt

Position Summary:

The position of the CHS Medical Tech IV is to assist with integrating and coordinating Contract Health Services with direct patient care services.

This position is located in the Contract Health Services Department of the Black Hawk Health Center located in Stroud, Oklahoma. The Health Center is an integral part of the Sac and Fox Nation's Health Program. The health program provides comprehensive health care services to Native Americans who present for services at the Health Center.

Duties and Responsibilities:

- Responsible for ensuring the implementation of established Contract Health Services policies and procedures. Will educate patients and providers on the CHS policies and procedures relating to medical referrals, emergency room services, etc.
- Monitors and determines patient eligibility for the CHS Program and for other available health care resource programs.
- Ensures that a CHS Notification Form is completed for all patients who report or request health care services.
- Assists patients and providers with any questions pertaining to medical bills, referrals, etc.
- Assists CHS Med Tech to ensure supporting documentation accompanies all medical referrals.
- Assists CHS Med Tech to ensure supporting documentation accompanies all medical claims.
- Will call outside providers to request reports, claims and EOB's.
- Will assist patients to get their Emergency Room Report/Hospital Records.
- Responsible for scanning CHS documentation into VISTA Imaging within the Electronic Health Records.
- Responsible for entering and scanning Accounts Payable for the Finance Department.
- Answering phone calls, filing, and copying.
- Responsible for obtaining proofs of residency and documenting into RPMS.
- Patient Advocate: assist patients through the Contract Health process.
- Performs other duties as assigned.

Knowledge, Skills, and Abilities:

- Skill in dealing with the public in a variety of manners.
- Possess the ability to work independently under the guidance of the CHS Manager.
- Knowledge of medical terminology, ICD-9, ICD-10 and CPT Coding.
- Ability to communicate effectively both orally and in writing and must demonstrate good public relation skills.
- Possess the ability to be neat, accurate and organized in order to handle any array of activities.
- Successful completion course work in Medical Terminology, ICD-9, ICD-10 and CPT-4 coding. At least (3) three years of actual work experience in a health related field.
- Knowledge of the Privacy Act of 1974 and HIPAA.

Supervisory Controls:

- Position is under the direct supervision of the CHS Manager. This position does not provide supervision for any employees.

Guidelines:

- Operates within the guidelines of the Health Center's Policies and Procedures Manual and the Sac and Fox Nation's Personnel Policies and Procedures.

Complexity:

- This position requires incumbent to work accurately and quickly in stressful situations due to the workload of the CHS department.

Scope and Effect:

- The purpose of the work is to arrange for specialized medical care for those patients referred out by the Health Center's physicians.

Personal Contacts:

- Personal contacts with patients, their families and/or friends, staff and personnel from other agencies.

Purpose of Contacts:

- Purpose is to obtain information from the beneficiary that will assist with arranging for health care. Contacts with clinic personnel and outside agencies are

for the purpose of exchanging information and coordinating patient care and payment of medical bills.

Physical Demands:

- The work is sedentary; however, there will be some walking, lifting, bending and standing.

Work Environment:

- Work is in an environment which may bring incumbent in personal contact with infectious communicable diseases. The work may include a certain amount of exposure to hostile and/or emotionally disturbed patients, families and visitors. Must be aware of all risks involved and be willing to take precautions as requested and required.

Public Relations:

- Important attributes of any employee of the Sac and Fox Nation, along with official performance of duties, are personal appearance and public relations. Each employee is expected to make every effort to be well-informed about the Sac and Fox Nation and the overall health programs; must be pleasant, courteous and cooperative and act in a manner to commend respect of co-workers and all other personnel. An optimistic attitude, patience and tolerance will create a more pleasant work environment.

Education and Experience:

- High School graduation or equivalent; at least (1) one year of progressively responsible clerical, office or other work which indicates the ability to acquire the particular knowledge and skills needed to perform the duties of the position and completion of course work in Medical Terminology.
- Possess excellent oral and written communication skills and a professional appearance.